

The 10 second rule is impossible for any VRS provider to meet with the same call volume as Sorenson VRS. A goal of answering calls within 5 minutes is reasonable. Interpreters are NOT "Dial tones", we are human beings providing a much needed service. The "Dial tone" analogy is a misnomer. Interpreters vote with their feet ... meaning there are many reasons we choose to work with Sorenson VRS and not our competitors. Do you know why?